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**Remarks**

*Second Supplemental Information Disclosure Statement*

Applicants bring to the Examiner's attention additional references listed on the attached Form PTO-1449 (1 pages). Pursuant to 37 C.F.R. 1.98, copies of these references are enclosed, along with the required fee. It is respectfully requested that the listed references be made of record in the present application.

*Claim rejections*

Claims 53, 58-76, 78-86 and 95-113 were rejected under 35 U.S.C. 103(a) as being allegedly unpatentable over Hogan et al. ("Hogan"). In response, applicants have amended claims 108-113, and added new claims 114-157. Claims 53, 58-76, 78-86 and 95-107 have been cancelled.

The invention is directed to a technique for providing a personalized information assistance service to customers based on personalized customer data retrieved from a database. Upon receiving a call from a user the service provider retrieves from the database data pertaining to the user's status, indicating, for example, whether or not the user is a preferred customer. The user status data may be used to determine the priority of the call, i.e., the relative position in which the call is placed in one or more call queues. Accordingly, for example, a "preferred" customer's call may be placed ahead of a regular customer's call in the call queue (specification, page 36, lines 9-18).

In accordance another aspect of the invention, a database may be maintained to store customers' names in association with the customers' identifiers, e.g., their telephone numbers, for providing the personalized information assistance service. Upon receiving a call from a user, the service provider receives information associated with the call, e.g., an ANI, and derives an identifier from the received information. The service provider then retrieves from the database a name associated with the identifier. In providing the

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personalized information assistance service, the service provider may, e.g., greet the user by the retrieved name.

Hogan discloses a system for providing operator services. However, nowhere does Hogan teach or suggest retrieving from a database personalized service data “including data concerning a user status,” as amended claim 108 now recites. *A fortiori*, nowhere does Hogan teach or suggest “prioritizing the call in one or more call queues ... based on the user status data.” Hogan, at best, discloses prioritizing a call “based on when the call was queued or based on call priority” (Hogan, col. 34, lines 31-33), e.g., an emergency call, which, however, is not based on user status data as in the claimed invention. As such, amended claim 108, together with its dependent claims, is patentable over Hogan.

*Amended Claims 110 and 112*

Amended claims 110 and 112 have claim limitations similar to those of amended claim 108. For the reasons set forth above, amended claims 110 and 112, together with their dependent claims, are also patentable over Hogan.

*New claims 126-157*


New claims 126-157 are drawn to providing a personalized information assistance using the name of a caller, e.g., greeting the caller by name, as described above. No cited art teaches or suggests this aspect of the invention.

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**Conclusion**

In view of the foregoing, each of claims 108-113, as amended, and claims 114-157, as added, is believed to be in condition for allowance. Accordingly, reconsideration of these claims is requested and allowance of the application is earnestly solicited.

Respectfully,

By   
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Enclosures